

Time allowed : 3 hours]

[Maximum marks : 80

Before answering the questions, candidate should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note: Section-A is compulsory. Attempt four questions from Section-B (one question from each unit). All questions carry equal marks.

Section-A

1. Write short notes on the following :

- (i) Caveat Emptor
- (ii) Right to Information
- (iii) CPA 1986
- (iv) District Forum

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- (v) "Jago grhak jago" campaign.
- (vi) Powers of State Commission
- (vii) Consumer buying motives
- (viii) Ethical Marketing

Section-B

Unit - I

- 2. Differentiate between doctrine of caveat emptor and Caveat vendor. Explain the rights of a consumer?
- 3. Why do consumers need protection? What are the various approaches to provide protection to consumers?
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Unit - II

- 4. What is Consumer Protection Act, 1986? Explain the structure and powers of National Commission.
- 5. Explain the procedure of filing a complaint in Consumer Protection Act in detail. What are the penalties and punishment under this Act?

Unit - III

6. Write a brief note on *consumer awareness*. Discuss the role of Government and media in providing protection to consumer.
7. What do you understand by *business self regulation*? Support your answer with relevant examples?

Unit - IV

8. What are the various means of information to consumers? How consumer knowledge and information protects consumer interest?
9. Explain in detail the role of Advertising Standard Council of India in consumer protection.